



RECEIVED  
CENTRAL FAX CENTER  
NOV 10 2004

600 Hidden Ridge Drive  
Irving, Texas 75038  
MailCode HQE03H14  
Phone: 972/718-4800  
Fax: 972/718-3946  
E mail:  
christian.andersen@verizon.com

**Intellectual Property Law Group**

**Verizon Corporate Services Group Inc**

To: U.S. Patent and Trademark Office – From: Christian R. Andersen  
Examiner: Gerald GAUTHIER Sr. Paralegal – Intellectual Property  
Group Art Unit: 2645

Fax: 703-872-9306

Pages  
with 15  
Cover.

**FORMAL SUBMISSION OF:**

- 1) Amendment Transmittal; and
- 2) Amendment.

Title: APPARATUS AND METHODS FOR VISUALLY REPRESENTING EVENTS IN  
Serial No. # 10 09/090,546  
Filing Date: March 4, 2002  
First Named Inventor: Katherine GODFREY  
Atty. No. 01-4004D

**CERTIFICATE OF FACSIMILE TRANSMISSION**

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below.

  
Christian R. Andersen

Date of Transmission: November 10, 2004

In re Application of:

KATHERINE GODFREY ET AL.

Application No: 10/090,546

Filed: March 4, 2002

For: APPARATUS AND METHOD FOR VISUALLY  
REPRESENTING EVENTS IN CALLS HANDLED  
AN AUTOMATED RESPONSE SYSTEM

Docket No. 01-4004D

Customer No.: 32127

Examiner: Gauthier, Gerald

Group Art Unit: 2645

RECEIVED  
CENTRAL FAX CENTER  
NOV 10 2004

**CERTIFICATE OF MAILING/TRANSMISSION (37 C.F.R. 1.8(a))**

I hereby certify that this correspondence is, on the date shown below, being transmitted by facsimile to the United States Patent Office at 703-872-9314.

Dated: November 10, 2004

Signature:

*Christian R. Andersen*  
(Christian R. Andersen)

**Mail Stop Amendment**

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

Transmitted herewith is an Amendment in the above-identified application.



No additional fee is required.

The fee has been calculated as shown below

CLAIMS AS AMENDED						
	CLAIMS REMAINING AFTER AMENDMENT		HIGHEST NO. PREVIOUSLY PAID FOR	PRESENT EXTRA	RATE	ADDITIONAL FEE
TOTAL CLAIMS	16	MINUS	16	0	\$9 \$18	0
INDEP. CLAIMS	4	MINUS	4	= 0	x \$43 \$86	0
Fee for Multiple Dependent claims \$145 <sup>0</sup> /\$290						\$0
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT---						\$0

- ☐ Verified Statement claiming small entity status is enclosed, if not filed previously.
- ☐ A check in the amount of \$\_\_\_\_\_.00 is enclosed.
- ☐ Charge \$\_\_\_\_\_ to Deposit Account No. 07-2347. A duplicate copy of this sheet is enclosed.
- ☒ Any prior general authorization to charge an issue fee under 37 C.F.R. 1.18 to Deposit Account No. 07-2339 is hereby revoked. The Commissioner is hereby authorized to charge any additional fees under 37 C.F.R. 1.16 and 1.17 which may be required during the entire pendency of this application, or to credit any overpayment, to Deposit Account No. 07-2347. A duplicate copy of this paper is enclosed.
- ☐ A check in the amount of \$\_\_\_\_\_ to cover the fee for a \_\_\_\_\_ month extension is enclosed.
- ☐ A check in the amount of \$\_\_\_\_\_ to cover the Information Disclosure Statement fee is enclosed.

Respectfully submitted,



Joel Wall  
Reg. No. 25,648

Date: November 10, 2004

c/o Christian R. Andersen  
VERIZON CORPORATE SERVICES GROUP, INC.  
HQE03H14  
600 Hidden Ridge Drive  
Irving, TX 75038  
(972) 718 - 4800

NY\_MAIN 448579 v1

**RECEIVED  
CENTRAL FAX CENTER**U.S. Appln. No. 10/090,546  
Atty. Docket No. 01-4004D**NOV 10 2004**PATENT APPLICATION

## IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	)	
	:	Examiner: Gauthier, Gerald
KATHERINE GODFREY ET AL.	)	
	:	Group Art Unit: 2645
Application No.: 10/090,546	)	
	:	Customer No.: 32127
Filed: March 4, 2002	)	
	:	
For: APPARATUS AND METHOD	)	
FOR VISUALLY	:	
REPRESENTING EVENTS IN	)	
CALLS HANDLED BY AN	:	
AUTOMATED RESPONSE	)	
SYSTEM	:	

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

AMENDMENT

Sir:

In response to the Office Action dated August 11, 2004, please amend the above-identified application as follows. The changes to the claims are reflected in the listing that begins on page 2, and the Remarks begin on page 7.